

Reporting Measures for the CAHPS® Clinician & Group Survey

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Introduction

The CAHPS Clinician & Group Survey generates two types of results for reporting purposes:

- **A global rating item**, which uses a scale of 0 to 10 to measure respondents' assessment of their or their child's doctor. For the purposes of public reporting, the CAHPS Consortium recommends referring to this measure as an "Overall Rating."
- **Composite measures** (also known as reporting composites), which combine results for closely related items that have been grouped together. Composites are used because they keep the reports comprehensive yet of reasonable length. Also, psychometric analyses indicate that they are reliable and valid measures of patients' experiences.^{1, 2, 3}

The Clinician & Group Survey composites represent the experiences of respondents (adult patients or the parents/guardians of child patients) in the following areas:

- Getting appointments and health care when needed (5 items).
- How well doctors communicate (6 items).
- Courteous and helpful office staff (2 questions).

There is one reportable item in this survey that is not included in any of the composites: "In the last 12 months, when this doctor ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?" The results for this item may be reported separately.

Descriptions of Composite Measures and Overall Rating Item

Organizations reporting the results of the CAHPS Clinician & Group Survey can use the following labels and descriptions of the reporting measures in reports for consumers and other audiences.

¹ McGee J, Kanouse DE, Sofaer S, Hargraves JL, Hoy E, Kleimann S. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care*. 1999 Mar;37(3 Suppl):MS32-40.

² Solomon LS, Hays RD, Zaslavsky AM, Ding L, Cleary PD. Psychometric properties of a group-level Consumer Assessment of Health Plans Study (CAHPS) instrument. *Med Care*. 2005 Jan;43(1):53-60.

³ Hays RD, Chong K, Brown J, Spritzer KL, Horne K. Patient reports and ratings of individual physicians: an evaluation of the DoctorGuide and Consumer Assessment of Health Plans Study provider-level surveys. *Am J Med Qual*. 2003 Sep-Oct;18(5):190-6.

Getting Appointments and Health Care When Needed

This measure summarizes answers to survey questions that asked people **how often** they

- Got an appointment for urgent care soon as they thought they needed.
- Got an appointment for a check-up or routine care soon as they thought they needed.
- Got an answer to their medical question that same day when they phoned the doctor's office during regular office hours.
- Got an answer to their medical question as soon as they thought they needed when they phoned the doctor's office after regular office hours.
- Saw their doctor within 15 minutes of their appointment time.

How Well Doctors Communicate

This measure summarizes answers to survey questions that asked people **how often** their doctor

- Explained things in a way that was easy for them to understand.
- Listened carefully to them.
- Gave easy-to-understand instructions about taking care of health problems or concerns.
- Seemed to know the important information about their medical history.
- Showed respect for what they had to say.
- Spent enough time with them.

Courteous and Helpful Office Staff

This measure summarizes answers to survey questions that asked people **how often**

- Clerks and receptionists at the doctor's office service staff were as helpful as they thought they should be.
- Clerks and receptionists at the doctor's office service staff treated them with courtesy and respect.

How People Rated Their Doctor

This measure shows how people **rated their doctor** on a scale from

- 0 = "worst doctor possible" to
- 10 = "best doctor possible."

Items Included in Each Composite

Appendix A lists the questions for each of the composite measures and overall ratings used to report results from the CAHPS Clinician & Group Survey – Adult Primary Care Questionnaire and Adult Specialty Care Questionnaire.

Appendix B lists the questions for each of the composite measures and overall ratings used to report results from CAHPS Clinician & Group Survey – Child Primary Care Questionnaire.

How to Calculate Composite Scores for Reporting

The calculation of CAHPS survey composites uses a proportional scoring method, which basically generates a proportion for each response option.

There are three basic steps to this approach:

1. Calculate the proportion of patient responses in each response category (Never, Almost never, Sometimes, Usually, Almost always, Always) for each item in a composite.
2. Combine these proportions for all items in a composite.
3. Adjust for the case-mix of the patients who evaluated each physician to allow comparison of scores across physicians.

Appendix C spells out the first two steps in greater detail.

The proportional scoring approach provides users with several options for reporting. For example, users may elect to report all reporting categories, combine reporting categories, or report just the top reporting categories (proportion of patients reporting “always” or “almost always”).

Appendix A: Reporting Composites and Overall Ratings for the Adult Primary Care and Adult Specialty Care Questionnaires

Getting Appointments and Health Care When Needed

Q6	In the last 12 months, when you phoned this doctor's office to get an appointment for <u>care you needed right away</u> , how often did you get an appointment as soon as you thought you needed?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q8	In the last 12 months, when you made an appointment for a <u>check-up or routine care</u> with this doctor, how often did you get an appointment as soon as you thought you needed?	
Q10	In the last 12 months, when you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this doctor <u>within 15 minutes</u> of your appointment time?	

How Well Doctors Communicate

Q14	In the last 12 months, how often did this doctor explain things in a way that was easy to understand?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q15	In the last 12 months, how often did this doctor listen carefully to you?	
Q17	In the last 12 months, how often did this doctor give you easy to understand instructions about taking care of these health problems or concerns?	
Q18	In the last 12 months, how often did this doctor seem to know the important information about your medical history?	
Q19	In the last 12 months, how often did this doctor show respect for what you had to say?	
Q20	In the last 12 months, how often did this doctor spend enough time with you?	

Courteous and Helpful Office Staff

Q24	In the last 12 months, how often were clerks and receptionists at this doctor's office as helpful as you thought they should be?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q25	In the last 12 months, how often did clerks and receptionists at this doctor's office treat you with courtesy and respect?	

Overall Rating

Q23	Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?	Response Format <ul style="list-style-type: none"> ▪ 0-10
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Individual Item

Q22	In the last 12 months, when this doctor ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
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Appendix B: Reporting Composites and Overall Ratings for the Child Primary Care Questionnaire

Getting Appointments and Health Care When Needed

Q6	In the last 12 months, when you phoned this doctor's office to get an appointment for <u>care your child needed right away</u> , how often did you get an appointment as soon as you thought your child needed?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q8	In the last 12 months, when you made an appointment for a <u>check-up or routine care</u> for your child with this doctor, how often did you get an appointment as soon as you thought your child needed?	
Q10	In the last 12 months, when you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this doctor <u>within 15 minutes</u> of his or her appointment time?	

How Well Doctors Communicate

Q14	In the last 12 months, how often did this doctor explain things about your child's health in a way that was easy to understand?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q15	In the last 12 months, how often did this doctor listen carefully to you?	
Q17	In the last 12 months, how often did this doctor give you easy to understand instructions about taking care of these health problems or concerns?	
Q18	In the last 12 months, how often did this doctor seem to know the important information about your child's medical history?	
Q19	In the last 12 months, how often did this doctor show respect for what you had to say?	
Q20	In the last 12 months, how often did this doctor spend enough time with your child?	

Courteous and Helpful Office Staff

Q24	In the last 12 months, how often were clerks and receptionists at this doctor's office as helpful as you thought they should be?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
Q25	In the last 12 months, how often did clerks and receptionists at this doctor's office treat you with courtesy and respect?	

Overall Rating

Q23	Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?	Response Format <ul style="list-style-type: none"> ▪ 0-10
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Individual Item

Q22	In the last 12 months, when this doctor ordered a blood test, x-ray or other test for your child, how often did someone from this doctor's office follow up to give you those results?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Almost Never ▪ Sometimes ▪ Usually ▪ Almost Always ▪ Always
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Appendix C: Applying the Proportional Scoring Method to Clinician & Group Survey Composites

Given a composite with five items, where each item has six response options, a provider's score for that composite is the proportion of responses (excluding missing data) in each response category. The following steps show how those proportions are calculated:

Step 1 – Calculate the proportion of cases in each response category for the first question:

P11 = Proportion of respondents who answered “never”

P12 = Proportion of respondents who answered “almost never”

P13 = Proportion of respondents who answered “sometimes”

P14 = Proportion of respondents who answered “usually”

P15 = Proportion of respondents who answered “almost always”

P16 = Proportion of respondents who answered “always”

Follow the same steps for the second question:

P21 = Proportion of respondents who answered “never”

P22 = Proportion of respondents who answered “almost never”

P23 = Proportion of respondents who answered “sometimes”

P24 = Proportion of respondents who answered “usually”

P25 = Proportion of respondents who answered “almost always”

P26 = Proportion of respondents who answered “always”

Repeat the same procedure for each of the questions in the composite.

Step 2 – Combine responses from the questions to form the composite

Calculate the average proportion responding to each category across the questions in the composite. For example, in the “Getting Appointments and Health Care When Needed” composite (five questions), calculations would be as follows:

PC1 = Composite proportion who said “never” = $(P11 + P21 + P31 + P41 + P51) / 5$

PC2 = Composite proportion who said “almost never” = $(P12 + P22 + P32 + P42 + P52) / 5$

PC3 = Composite proportion who said “sometimes” = $(P13 + P23 + P33 + P43 + P53) / 5$

PC4 = Composite proportion who said “usually” = $(P14 + P24 + P34 + P44 + P54) / 5$

PC5 = Composite proportion who said “almost always” = $(P15 + P25 + P35 + P45 + P55) / 5$

PC6 = Composite proportion who said “always” = $(P16 + P26 + P36 + P46 + P56) / 5$